



PROJECT HERO

Healthcare Effectiveness through Resource Optimization

For additional information visit:

Project HERO

<http://www.va.gov/hac/hero>

Humana Veterans Healthcare Services

1.866.458.6630

Delta Dental Federal Services

1.866.737.6543

www.projecttherodental.org

Dear Veteran,

Through Project HERO (Healthcare Effectiveness through Resource Optimization) and its new contractual partners, your VA Medical Center (local Fee Office) is referring and authorizing you to receive care from community providers on behalf of the Department of Veterans Affairs (VA).

VA's Project HERO ensures that community providers meet the standards for VA care. It does not alter your eligibility, relationship, or commitments in any way. Project HERO simply ensures quality care when VA cannot provide it internally.

Depending on the type of care authorized, you will be receiving a phone call from one of these partners—either Humana Veterans Healthcare Services (HVHS) or Delta Dental Federal Services (Delta Dental)—to schedule an appointment convenient for you.



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Project HERO Vision

Project HERO is a demonstration program being piloted in selected Veterans Integrated Service Networks (VISNs) to improve the ability of VA's patient-focused health care system to care for the Department's enrolled veterans. Under the program, VA will take steps to maximize the care it provides directly and better manage contracted health care.

The ultimate goal of Project HERO is to ensure that all care delivered by VA—either through VA providers or community partners—is of the same quality and consistency for veterans.

Expected Project HERO Benefits

Contracted provider networks will:

- Meet VA-specified quality standards
- Meet accreditation standards for inpatient and outpatient facilities
- Submit clinical information to VA to improve continuity of care
- Provide a centralized VHA/vendor coordinated referral and appointment process
- Veterans living in underserved areas will have improved access to specialty care services

Demonstration Sites

VISN 8: VA Sunshine Healthcare Network

Southern Georgia and most of Florida

VISN 16: South Central VA Healthcare Network

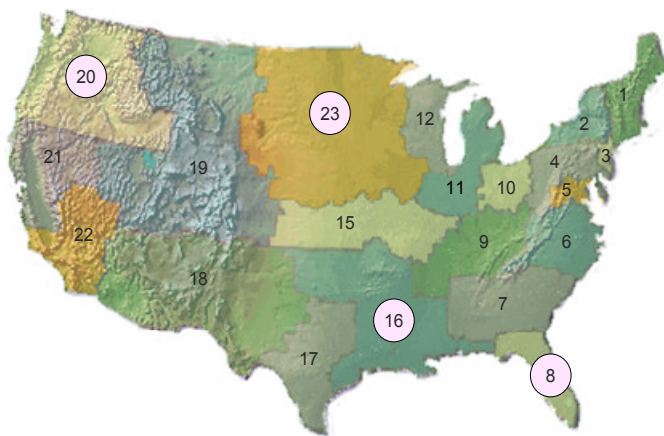
Oklahoma, Arkansas, Louisiana, Mississippi and portions of the states of Texas, Missouri, Alabama, and Florida

VISN 20: Northwest Network

Washington State, Oregon, most of the state of Idaho, and one county each in Montana and California

VISN 23: VA Midwest Healthcare Network

Iowa, Minnesota, Nebraska, North Dakota, South Dakota, and portions of northern Kansas, Missouri, western Illinois, western Wisconsin, and eastern Wyoming



Note:

The initial demonstration will not include Puerto Rico or the US Virgin Islands (VISN 8), or Alaska (VISN 20)

Summary of Specialty Care

Medical / Surgical Services

Improve VA's access to outpatient services provided by credentialed specialists and improve VA's access to inpatient hospital care

Mental Health

Provide access to credentialed mental health outpatient services, improve access to inpatient hospital care and provide access to substance abuse treatment

Diagnostic

Provide access to a network of diagnostic service providers

Dialysis

Network of credentialed dialysis services including inpatient and outpatient care and routine ongoing dialysis care

Dental

Network of credentialed dental specialists in specified geographic areas

Note:

The information provided is general and does not imply that all specialty care services are included in this specific authorization.

Please contact the referring VA office for questions related to your authorization coverage.